

MRUG Fall Conference - Milwaukee, WI October 4-7, 2009

Slot: Sunday 6:00 PM

Reception

Presenters: Sponsored by: MRUG Board

Early Registration and Informal Reception

Slot: Monday 9:00 AM

General Session

Presenters: MRUG President: Annette Wypiszynski
Keynote: Kathy Schultz, Aurora Healthcare
GEHC: Pam Egbert
GEHC: Linda Schilling

Have you ever asked where the GE Healthcare products are going? What are the release drivers for Centricity Business version 5.0? How will the new functionality affect me? If you have and you are looking for answers, please join GE leadership to discuss the vision and strategy for our products and services. Learn the answers to these questions and more.

Slot: Monday 10:30 AM

Virtualization - Beyond the Hype

Presenters: Ilir Zenku, Univ of Chicago Practice Plan

University of Chicago Practice Plan has built an impressive virtual infrastructure consolidating most of the servers and switching to windows terminals in more than 80% of their user base. In this presentation you will get a brief introduction in the virtualization technologies, the design and implementation of the UCPP infrastructure, and lessons learned.

What to Do in 2010 to Prepare for 5010 and ICD-10

Presenters: Larry Watkins, Ingenix Consulting
Shely O'Laughlin, GlobalWorks

An overview of the impact 5010 and ICD-10 changes will have on your organization. This session will include the following:

- Timelines
- Consideration points
- Potential benefits
- High-level preparation check-lists

Attendees will walk away from the session with a better understanding of the topic and information that will assist them in managing the change within their organization.

Measuring and Capitalizing on PQRI Success in Your Organization

Presenters: Tom Davis, Claim Logic

Come and see how other GE sites such as Emory Healthcare have implemented ClaimLogic's PQRI tools and services for their providers and are capitalizing on the numerous benefits.

ETM Hands-on Workshop

Presenters: Jim Tice, GEHC
Neal Brandvik, GEHC

A technical workshop designed for users that already set up or maintain ETM workflows. This session will continue April's open discussion of ETM customization set up ideas and issues. This session is geared toward users that perform hands on set up and maintain ETM workflows. It will include 4.3 New Features, newly developed workflows as well as a sneak preview of what GE Development is working on for 5.0.

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Slot: Monday 1:00 PM

ETM Underpayments

Presenters: Mark Ryan, UNMC Physicians
Paula Yager, UNMC Physicians

UNMC Physicians will share the process they used in installing ETM underpayments and what they learned from the installation.

Revenue Cycle Management and Self Pay Charity

Presenters: Ray Dalessandro, eTactics, Inc.

This session will focus on some of the options available today that provide best of breed solutions in the areas of Self Pay collections prior to or at the time of patient sign in. Solutions will be presented and discussed that analyze the tools available for in depth Real Time Eligibility Verification and estimated patient responsibility along with a proven method of capturing up front payment sources for remaining balances owed. Learn how an ANSI 835 transaction can be provided for a Patient Payment in addition to the carriers 835 for quick and faster processing. Also discussed will be an Ability to Pay Scoring discussion and the obvious next steps for calculated and targeted patient communications based on these parameters.

EDI Claims and Remits Roundtable

Presenters: Kelly Seebacher, Aurora Health Care
Sarah Keltner, Aurora Health Care

Please join the discussion led by Aurora Health Care regarding your question related to EDI 835 and 837. Topics like rule writing, dictionary set up, payer obstacles to be discussed

2010 and Your V4.3 Upgrade

Presenters: Elaine Rose, GEHC
Bill Sullivan, GEHC

Thinking about your 2010 upgrade plans? What's involved in a 4.3 upgrade? How should you prepare? How much effort and time will your organization expend? What can you learn from customers that have successfully completed their upgrade? Come join GE Healthcare's National Product Release Team to learn about the new and improved V4.3 Upgrade Process as well as GE Healthcare's file plans for EDI 5010, FCS Determinator and ICD-10.

Slot: Monday 2:30 PM

MPV Streamlining the Revenue Cycle

Presenters: John Connelly, MPV

As the number of self-pay patients continues to grow, the challenges healthcare organizations face when collecting payment also increase. In a recent study conducted by MGMA ranking the top challenges facing a physician practice today, collecting from self-pay patients and those with high-deductible health plans ranked #4.

Please join MPV to hear firsthand how its clients can electronically match self-pay patients against Medicaid databases, enabling groups to determine eligibility at multiple touch points throughout the revenue cycle - including at check-in. Once identified, patient accounts eligible for benefits can be re-classified and a clean claim can be submitted, providing additional reimbursement opportunities while reducing collection costs and patient bad debt. On average, MPV helps its clients collect four percent of their self-pay balance every month—a significant return on investment. And as a bonus, also learn how your group can receive daily e-mail notifications about payer policy changes that directly impact your group's reimbursement.

ETM Agents – No Secrets here!

Presenters: Tim Brewis, KAV Consulting

Discussion of the set up and utilization of agents to automate processes and provide protection within ETM workflows. Agents and associated building blocks will be discussed

GE's 5010 and ICD-10 Solution: EDI Toolkit and EDI Services

**Presenters: Myra Salapare, GEHC
Kim Bruce, GEHC
Julie Castongia, GEHC**

Please join us in this presentation to review the current delivery schedule for 5010 and ICD-10s. We will review at a high level what will be included in this release, and the process for testing and rolling out to your organization.

Real-time Reporting on the Web Using Cache ODBC (and SQL Reporting Services)

**Presenters: Michelle Koliopoulos, Univ of Chicago Practice Plan
Stephen Canzano, GEHC**

This session will discuss the usage of Cache SQL and ODBC. GEHC will provide background behind this capability as well as showing some things to come in Centricity Business 5.0. Additionally the University of Chicago Practice Plan (UCPP) will demonstrate their usage of Cache SQL and ODBC with Microsoft Reporting Services which enabled greater reporting opportunities and organizational integration. UCPP will demonstrate how end users can access online, real-time reports based on live production data including, but not limited to, the following areas: TES and PCS workfiles, dictionaries, ETM tasks, EDI remits and month-end reports.

Improving Electronic Charge Capture in a Tight Economy

Presenters: **Matt Kausel, Patient Keeper**

This presentation would focus on electronic charge capture within hospitals and its increased importance in the current economy. Today, even a small improvement in the capturing of charges could mean the difference between profit and loss for a healthcare organization. Physicians consistently miss charges and fail to code appropriately for optimal reimbursement. This is especially true in the hospital setting where making rounds and continually trying to capture charges are part of the daily workflow of a physician. By streamlining access to clinical and billing information, hospitals will increase physician satisfaction and efficiency while enhancing the quality of care provided. An industry expert could speak to the following:

Choosing a charge capture system that works for your organization and its physicians

- Key considerations for successful user adoption of charge capture
- Benefits to your organization from automating the billing process:
 - Efficient physician rounding
 - Reduced lag time for getting charges into the system
 - Improved coding compliance and eliminated lost charges
 - Increased ROI
- Finally, the session would discuss case studies of healthcare organizations that have experienced positive, measurable results from integrating charge capture within the physician workflow

Benefits Gained from Using the EDI 835 Toolkit

Presenters: **Jean Martin, Univ of Chicago Practice Plan**
Dawn Wojcik, Univ of Chicago Practice Plan

(Description Pending)

ETM Self Pay Followup –The Process and Lessons Learned

Presenters: **Annette Rizzuto, Univ of Chicago Practice Plan**
Sara Pape, Univ of Chicago Practice Plan

(Description Pending)

WEB Framework Discussion

Presenters: **Helen Limjoco, GEHC**
Brian Baker, Aurora Health Care

Join us and share your tips and tricks or to learn how to improve workflows via the web framework.

Possible topics for discussion:

1. Adding color to fields
2. Sending broadcast messages
3. Linking other websites to a workplace (including your organizations email)
4. Password management and synchronization
5. Grid Designer
6. Using pop up menu's
7. Customizations in the Patient Banner
8. Keyboard navigation tips
9. Import and export option in Admin Tool

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Slot: Tuesday 9:00 AM

Open Discussion - Ask Anything

Presenters: MRUG Board with participation of GEHC & Conference Attendees

This is an open forum for the membership to ask any question related to GEHC Centricity Business applications, business procedures, policies, etc. and have the entire conference population available to offer suggestions, provide insight, share ideas, and network. Bring your business cards and come prepared to interact and share!

Slot: Tuesday 10:30 AM

Increasing Collections with Automated Account Balance Notifications

Presenters: Jason Ladner, Televox

Automating account balance notifications is one of the healthcare industry's fastest-growing trends, and there's no secret why – it gets results! Automated ABN has established exponential growth in dollars collected and deep AR reductions. During this session, you'll learn both WHY this approach is so effective in prompting payments from your patients and HOW the process works from A to Z.

Using HealthCare Objects to Provide Tools and Information for Patients and Employees

Presenters: Jane Baudelaire, Aurora Health Care
Jim Bremenkamp, Aurora Health Care &
Josh Boettcher, Aurora Health Care

In the presentation, we will describe several projects that Aurora Health Care has completed that leverage HealthCare Objects to provide information to patients through our patient portal. We will discuss project details, issues encountered and results of the project.

ETM Workflows Opportunities

Presenters: Kathy Vetovich, KAV Consulting

Setting up workflows in TES, EDM Correspondence, ADT Interface Edits and Pre-Visit workflow using the SCHED application will be highlighted. Come see how ETM can be modified to truly be your enterprise tool.

Slot: Tuesday 11:45 AM

Business Lunch

Presenters: MRUG Board

Business Lunch & Business Meeting

Slot: Tuesday 1:00 PM

Interface Reduction Strategy

Presenters: George Gides, Hayes Management

The Interface Reduction Strategy session is designed to inform clients of a new Hayes Management Service offering which determines if existing GE/IDX clients can safely remove and/or combine existing interfaces for the purposes of saving fees and edit processing manpower. Existing GE/IDX clients who have purchased multiple vendor systems over the years and interfaced them to GE/IDX often are running "duplicate" interfaces, each designed for a specific purpose but often very, very similar to one or more they already may own. This session covers the service offering from Hayes Management and the potential results and costs savings associated with it.

AES - How It Can Help

**Presenters: Moe Dais, Aurora Health Care
Annette Wypiszynski, Aurora Health Care**

Come see how Aurora Health Care has utilized AES to enhance the functionality within multiple GE applications. Applications include BAR, PCS, ETM and HCO. With both a programmer and an application analyst as presenters, questions can be geared towards the application or AES code itself.

Physician RCM Data At Your Fingertips – Anodyne Client Case Study

Presenters: Steve Micks, Enterprise BI Solutions.

Anodyne and one of their clients will present a Case Study of Anodyne Analytics™, a healthcare business intelligence solution that enables typical business users to access and interact with their physician productivity and revenue cycle data quickly and easily, on their own, without the need of an intermediary. Through a rich graphical user interface, and an automated data extract to Excel, users are able to leverage data within their organizations to achieve better financial results.

Patient Protocol Manager: It's Uses and Benefits in the Real World

**Presenters: Larry Nicklas, GEHC
Laura Smeltzer, GEHC**

Are you unclear about what PPM and how customers utilize it? Do you want to understand how customers manager their Clinical Trials using Centricity Business? Are you curious what impact PPM has had on a customer's business?

Slot: Tuesday 2:30 PM

Self-Pay Discussions (Part 1)

**Presenters: Cheryl Hopson, MU Healthcare
Kevin Gallagher, UNMC Physicians**

Managing Self Pay Inventories, Balance Write Off Processes, Discounts and Budget Plans.

Hardware in a Clustered Environment

**Presenters: Brian Mitchell, GEHC
Dick Sirianni, Aurora Health Care**

This session is intended to inform customers of best practices that other Aurora is currently employing to improve performance, increase capacity, reduce cost and minimize risk in their data center and computing environments. Learn about the various processes, technologies and services deployed to accomplish these desired goals. Also learn about significant opportunities for productivity gain regarding the output of data from your systems

ETM Best Practice Workflows

Presenters: Rick Latta, Culbert Healthcare

Culbert Healthcare will discuss best practice workflows related to Enterprise Task Manager and the impact on the revenue cycle.

OSU and Patient Identity/Red Flag Rules

Presenters: Lisa Harris, OSUPhysicians

OSUPhysicians has integrated custom code and screens into the patient look-up and arrival processes within both character cell and the web. Come and see what OSU has done using AES and basic system tools.

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One Version of the Truth

Presenters: Mary Brown, GlobalWorks

It's time for one version of the truth. Learn how to effectively leverage enterprise class Business Intelligence to drive improvements in operations and care across your organization. Join an open discussion about truly integrated Business Intelligence for Centricity Business users.

Take Full Advantage of the Centricity Business Knowledge Center

Presenters: Susan Wear, GEHC
Karla Marsh – EMP

This session will demonstrate the standard features of the Knowledge Center, plus show how a GE customer takes full advantage of the Knowledge Center to answer questions, learn new things, and download materials for use by others at her site and create organization-specific materials.

Hardware Best Practices

Presenters: Brian Mitchell, GEHC
Dick Sirianni, Aurora Health Care
Joel South, Aurora Health Care

Learn how to protect data and maintain business continuity through a variety of affordable methods that you may not be fully aware being available, and areas of concern regarding security that are critical for you to understand and address. Finally, learn about new technology and programs to assist you with migrating from existing systems in the most efficient and economic manner possible.

Self-Pay Discussions (Part 2)

Presenters: Cheryl Hopson, MU Healthcare
Kevin Gallagher, UNMC Physicians

Financial Assistance, Negotiation Strategies, Collection Agencies, Q & A.

Slot: Wednesday 9:00 AM

PCS Roundtable

Presenters: Mary McCoy, Aurora Health Care
Linda Gorski, Aurora Health Care

This session will provide an opportunity for users to share their knowledge, ideas and ask questions related to Paperless Collection System (PCS)

Scheduling Roundtable

Presenters: Luis Hernandez, Aurora Health Care
Julie Vollbrecht, Aurora Health Care

Character Cell? GUI? Advanced WEB? Please bring your questions, issues, suggestions and solutions regarding any of these applications to this Scheduling roundtable.

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TUS Tips and Tricks

Presenters: Julie Eggleston, GEHC
Amy Hartnett, GEHC
Donna Akers, GEHC

Learn about the various tools within the TUS application and general pre and post Wipe Clean & Recreate steps as well as improvements and enhancements that have been made to the TUS application

Training Roundtable

Presenters: Scott Becker, Aurora Health Care
Elise Babcock, Aurora Health Care

Please join this roundtable to discuss challenges we face when training users - also share training techniques used.

Self Pay and Charity Programs

Presenters: Stephanie Herron-Robinson, Aurora Health Care
Tammy Fiedler, Aurora Health Care

Come and learn about some of the processes and tools used by Aurora Health Care to manage self pay accounts including:

- I3 Dialer - Impact on receivables and increase in contacts while keeping abandon rate low, this with a reduced staff
- E-Health- Collecting tools allow us to see all accounts and accept payments for, not only current service, but also pre-service and out for collection balances
- Charity program- combined with government programs allows patients access to healthcare coverage where needed
- Connecting Action codes- improves the efficiency of caregivers and eliminates missed steps